

# Introduction

The information in this reference manual expands upon the instructions and information in the joint Healthy Families and Medi-Cal for Families mail-in application. This manual is intended to help Certified Application Assistants (CAAs) working with applicants understand the Medi-Cal and Healthy Families Programs and eligibility requirements. It also provides the information needed to estimate family income and explains the documents that must be submitted with the application. Applications that are correctly completed and include the required documents are processed more quickly by the Single Point of Entry (SPE), Medi-Cal, and Healthy Families eligibility staff.

## **Healthy Families Program**

The Healthy Families Program began accepting applications in 1998. Since its inception, millions of children have been enrolled, and a larger percentage of all joint Healthy Families and Medi-Cal for Families mail-in applications are completed with the help of CAAs. Once applications are processed and approved, an Interactive Voice Response System (IVR) allows applicants to call and check on the status of their applications.

## **Medi-Cal**

Innovative application processing through the SPE allows the same application to be used for both no-cost Medi-Cal and Healthy Families Programs. Features of the Medi-Cal Program include

- Single Point of Entry (SPE)
  - A single system that first screens applications for no-cost Medi-Cal and forwards applications to the local county Departments of Social Services for Medi-Cal eligibility determination
  - Applications that are determined ineligible for no-cost Medi-Cal are forwarded to Healthy Families for processing
  - This process eliminates delays and additional paperwork that would be necessary if families were required to apply for each program separately
- Accelerated Enrollment (AE)
  - This feature is available only to those applicants using the joint Healthy Families and Medi-Cal for Families mail-in application (both paper and Health-e-App)
  - Children who are screened to no-cost Medi-Cal by the SPE process will be automatically enrolled in temporary fee-for-service Medi-Cal if eligible. They will receive their Benefits Identification Cards (BICs) in the mail so they can begin using services while their county Department of Social Services processes their applications
- Presumptive Eligibility (PE)

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- This feature is available only to those children enrolled in the Healthy Families Program who are determined to have income below the HFP income level at the time of the Annual Eligibility Review (AER)
  - Children that are determined to have income below HFP income level at AER will be automatically enrolled in temporary no-cost fee-for-service Medi-Cal. They will receive their Benefits Identification Cards (BICs) in the mail so they can begin using services while their county Department of Social services processes their applications

#### **Health-e-App: [www.healtheapp.net](http://www.healtheapp.net)**

- The first on-line application process in the nation allows CAAs to complete joint Healthy Families Program and Medi-Cal for Families applications via the Internet instead of using paper forms. Health-e-App features include built-in error checking to reduce data entry mistakes, thereby decreasing the number of incomplete applications
- Since its creation in California, Health-e-App has been adopted and implemented by a number of other states for their public health care programs

#### **Healthy Families Website: [www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov)**

- This website provides information for families, Enrollment Entities, and Certified Application Assistants. Information available includes:
  - Program updates and news
  - Downloadable program forms
  - A search feature for applicants to locate health, vision, and dental plans, as well as provider information. Applicants can search by location and provider specialty
  - Most current Handbook information

#### **Reimbursement**

Reimbursements to Enrollment Entities (EEs) for application assistance by CAAs resulting in successful enrollment of uninsured children into the Healthy Families Program or Medi-Cal for Families Programs was re-instated in July 2005. Reimbursements are also paid to EEs for assistance with the Annual Eligibility Review (AER) for Healthy Families, which extends enrollment for the child for another year or when income is determined too low for HFP. As of July 2006, EEs are reimbursed \$50 for each successful enrollment using the Joint Application, \$60 for each successful enrollment using the Health-e-App and \$50 for the Annual Eligibility Review (AER).